Claims

1 - 7. (Cancelled)

8. (New) An internet communications system comprising at least two users, the system further comprising a first user web chat module and a browser operably associated therewith, the combination thereof operably connectable over the internet with a second user web chat module, the second web chat module further comprising a browser driving module, the browser driving module operably connectable to the first user browser for selectable control of the first user browser such that the browser can thereby be driven to a location on the web selectable by the second user, without operational intervention by the first user.

9. (New) The system of claim 8 wherein the first user is a customer and the second user is an agent.

10. (New) The system of claim 9 wherein the agent is a customer service representative (CSR).

11. (New) The system of claim 9 further comprising a plurality of users, each user having a user web chat module and a browser operably associated therewith, the combination thereof for each user operably connectable over the internet with the agent web chat module, the agent browser driving module operably connectable to the plurality of user browsers for selectable control of the user browsers by the agent such that all the browsers can simultaneously be driven to the same location on the web selectable by the agent without operational intervention by any of the users.

12. (New) The system of claim 8 further comprising a communications process comprised of the following steps:

a user clicks on a special hyperlink button on a website accessible to the user's browser;

the user is connected to a live agent over the internet via the hyperlink to begin a real-time web chat with the agent;

the agent controls the user browser to drive it to a location on the web selected by the agent.

13. (New) A communications process comprised of the following steps:

1. a user clicks on a special hyperlink button on a website accessible to the user's browser;

2. the user is connected to a live agent over the internet via the hyperlink to begin a real-time web chat with the agent;

3. the agent controls the user browser to drive it to a location on the web selected by the agent.

14. (New) The system of claim 8 further comprising an iServer, wherein the first and second users are joined in a channel and communicating through the iServer.

15. (New) The system of claim 9 further comprising an iServer, wherein the user and agent are joined in a channel and communicating through the iServer.

16. (New) The process of claim 13 wherein, in step 2, the user is connected to the live agent in a channel and they communicate through an iServer.

17. (New) The system of claim 9 further comprising an iServer, wherein usage by the user and agent is recorded by the iServer.

18. (New) The process of claim 13 further comprising the step of

4. usage by the user and agent is recorded by an iServer.

19. (New) The process of claim 13 further comprising, between step 1 and step 2, the step of

2a. the user is placed in a queue while the iServer notifies the agent that user has made a request via the link.

20. (New) The process of claim 19 further comprising, after step 2a, the step of

2b. while the user is in the queue, the iServer distributes a Java client application to the user.

21. (New) The system of claim 8 further comprising a Java client application stored on the iServer and distributable to the first user while the first user is in a user queue on the iServer, waiting to be joined in the channel for communicating through the iServer with the second user.

22. (New) The system of claim 9 further comprising a Java client application stored on the iServer and distributable to the user while the user is in a user queue on the iServer, waiting to be joined in the channel for communicating through the iServer with the agent.